



Cork County Council Library & Arts Service **My Open Library** Policy

My Open Library (MOL) offers extended opening hours to library members on a self-service basis outside of normal opening hours, seven days per week, from 8:00am to 10:00pm, 365 days per year.

Please note that there are no staff present during *My Open Library* hours (8:00am – 9:30am; 5:30pm – 10:00pm).

Regular opening hours remain unchanged, and all *My Open Library* branches are fully staffed outside of *MOL* hours.

The purpose of this *My Open Library* policy is:

- To ensure a welcoming environment for reading, learning, and other library activities, outside of regular staffed library hours.
- To protect the rights and safety of library members and staff.
- To preserve and protect library materials, equipment, and facilities during unstaffed opening hours.

Emergency procedures and contact numbers will be outlined to members at registration and induction.

Other problems or issues that arise during *My Open Library* hours should be noted and placed in the comments box for follow up by library staff during regular opening hours.

For issues relating to security, *My Open Library* members can use the intercom or emergency phone to contact the monitoring company. Please see induction information and safety signage in branch for details of the Library's Eircode.

Please note, the Library is monitored by CCTV 24 hours per day.

***My Open Library* Terms and Conditions:**

1. Members must be 16 years or over to register for *My Open Library* membership.
2. Members aged 16 and 17 years must have a parent/guardian present at induction to consent to *My Open Library* terms and conditions.
3. Photo ID to verify proof of age may be requested at registration for members aged 16 and 17 years.



4. Parents/guardians of members aged 16 and 17 are also required to register for *My Open Library* membership of their own to be able to access the library to attend to the child in cases of illness or other emergencies. Photo ID and proof of address is required at registration.
5. Members must have an up-to-date library membership with no fines, overdue, or lost items linked to their existing account.
6. Members must attend an induction.
7. Members may join other *My Open Library* Branches around the county but must be inducted in each.
8. Members will be informed and aware of the layout, safety evacuation plan, and self-service operations of the library during unstaffed hours. This information is provided to each member by library staff as part of the registration and induction process for *My Open Library*.
9. Members must keep their library card and PIN separately. If a library card is lost or stolen, please inform the library as soon as possible.
10. Only inducted and *My Open Library* registered parents/guardians/carers/child minders can bring children under 16 years into the library during *My Open Library* hours and must be present at all times. **Children must not be left unattended in the library.**
11. Parents/guardians/carers/child minders are responsible for ensuring their children adhere to the *My Open Library* policy and are responsible for the behaviour of their children in this unsupervised service.
12. Children under 16 years must always remain in the children's and/or teen/young adult sections of the library during *My Open Library* hours and be supervised by a parent/guardian/carer/child minder.
13. Child minders and au pairs must register for *My Open Library* membership in their own name and attend the library for induction.
14. Members must use their own card only and must not allow others to use their card.
15. Each member must swipe their card and input their PIN on every occasion they enter the library and cannot enter without swiping while accompanying another member.
16. **It is the responsibility of each *My Open Library* member on entering and exiting the library to wait at a short distance from the door until it is closed.**
17. It is the responsibility of each *My Open Library* member to ensure that they do not allow or facilitate access to the library of any other person. The only exceptions to this are parents/guardians/carers and emergency services.
18. Please note that during peak times, the occupancy counter at the library entrance may indicate that the maximum capacity for people using the library during *My Open Library* hours has been reached. If this occurs, it may be necessary to queue to enter until another library member leaves.
19. Members must bring a mobile telephone and have it with them at all times.
20. In the case of a medical emergency, members are asked to phone an ambulance by dialling **999** or **112**. **The LIBRARY EIRCODE IS on display**



throughout the library. Members should allow the ambulance staff into the library and details of the incident should be provided in the feedback box.

21. In the case of any issues relating to personal security, or any non-medical emergencies, *My Open Library* members can use the intercom or emergency phone in the library to contact the monitoring company who will notify emergency services if required.
22. Members must understand and adhere to the emergency evacuation procedures for the library during *My Open Library* hours.
23. Please note, for the safety and security of library users/staff and library property, the library is monitored by CCTV 24 hours per day.
24. Library management is not responsible for the loss or damage to any personal belongings left unattended on the premises.
25. Members are asked to be considerate of other library users/staff who will use the library after them, and please remove all belongings and litter, tidy up after each visit, and leave no trace.
26. Artists and exhibitors should be aware that works on display in the library gallery will not be invigilated, and that staff are not available during extended library opening hours. Please see Cork County Council Library & Arts Service's Exhibition policy for more information regarding exhibitions in *My Open Library* branches.
27. If you require a PC, it would be advisable to contact the library in advance to book a session, to ensure availability. Members must comply with Library internet policy rules.
28. Printing and photocopying services are available. Members should follow the guidelines on the payment process.
29. Unacceptable behaviour while using the *My Open Library* service which is deemed a breach of the terms and conditions of its use includes, but is not limited to:
 - a) The use of threatening, disruptive, or abusive language/behaviour towards other library customers or staff.
 - b) Being in the library for purposes other than using library services.
 - c) Engaging in any illegal activity (including false alarms to emergency or security services).
 - d) Malicious damage to and/or theft of library property.
 - e) Entering areas of the library marked restricted/no access area or private/staff only.
 - f) Consuming food and drink (except for bottled water).
 - g) Non-compliance with health & safety procedures and fire drills.
 - h) Consuming, or being under the influence of alcohol or drugs while using library facilities.
 - i) Using tobacco products, including electronic cigarettes.
 - j) Removing materials from the library without first checking them out.
 - k) Leaving personal belongings unattended in the library, especially overnight.
 - l) Failing to wait for the library door to close on entry to, or exit from the library, as this can facilitate access to the library by members of the



public who have not verified their *My Open Library* membership at the card reader in the entranceway

m) Opening library doors to permit entry to other members of the public (except for emergency services) who have not verified their *My Open Library* membership at the card reader in the entranceway.

30. Parents/Guardians/Carers are responsible for ensuring that their children, or people in their care, adhere to the terms and conditions of this policy.
31. Cork County Library & Arts Service reserves the right to suspend the *My Open Library* service temporarily due to technical issues and/or on health & safety grounds.
32. Members must comply with all existing library policies in place during *My Open Library*.

Breaches of Use

My Open Library members in breach of any of these terms and conditions will have their access to the *My Open Library* service suspended temporarily for a period ranging from weeks to months, depending on the severity and reoccurrence of the breach.

Users may at the direction of the County Librarian be permanently suspended from the *My Open Library* service for serious, or repeated, breaches of the terms and conditions.

My Open Library members who are in breach of terms and conditions will be informed of this breach by telephone call. The phone call will be followed up by a letter or email advising them of the breach and the date from which the appropriate suspension will be enforced.

Members have 30 days to appeal the suspension.

The appeal should be made in writing for the attention of the County Librarian, Cork County Council Library & Arts Service, County Library Building, Carrigrohane Road, T12 K335, Cork; or by email to corkcountylibrary@corkcoco.ie

