



Kilkenny County Council Library
Service

Seirbhís Leabharlainne
Chomhairle Contae Chill Chainnigh



MY OPEN LIBRARY USER POLICY

This policy has been created to: ensure a welcoming environment for reading, learning, and other library activities; protect the rights and safety of library members and staff and for the preservation and protection of library materials, equipment and facilities. *My Open Library (MOL)* is a service which facilitates the use of the library outside staffed times. Please note that there are no staff present. The premises is CCTV monitored on a 24/7 basis.

- *My Open Library* members should fill in a *MOL* incident/comment report card and put it in the box at the *MOL* hub, for any issues (excluding security issues) that occur during *My Open Library* times. For issues relating to security, members can use the intercom to contact the monitoring company. The *MOL* phone in the library offers a direct line to the emergency services. The Library Eircode is **R95 AH33**
- In the event of technical difficulties, the door may not open to allow access. Members can email info@kilkennylibrary.ie to alert staff.

My Open Library terms and conditions:

1. Members must be 16 years or over to become a '*My Open Library Member*' and undergo a *MOL* induction. Members aged 16 and 17 must have parental consent to become a '*My Open Library Member*'. Parents/Guardian must also be members of *My Open Library* and must attend induction with 16/17-year olds.
2. Members must be in good standing with Kilkenny Library Service with no blocks or lost items on their account etc. and have an up-to-date library membership in order to become a '*My Open Library Member*'. Kilkenny Library Service reserves the right to withhold membership.
3. Only Parents/Guardians/Carers can bring children into the library during *My Open Library* hours and must be present at all times when the children are in the library.
4. Parents/Guardians/Carers are responsible for ensuring their children adhere to the *My Open Library* User Policy and are responsible for the safety of their children and for their behaviour during this unsupervised service.
5. Members must use their own card only and must not allow others to use their card.
6. Each member must swipe their card on every occasion they enter the library and cannot enter without swiping while accompanying another member.
7. Members must be informed and aware of the layout and operations of the library when in its unstaffed '*My Open Library*' mode. This information is provided to each member in the induction given by library staff as part of the joining process for *My Open Library*.
8. Members must not keep their library card and PIN together. If a library card is lost or stolen, you must inform the library as soon as possible.
9. 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.
10. It is the responsibility of each '*My Open Library Member*' on entering the library to wait beside the external door until it is closed before opening internal door. If you are concerned that someone will follow you into the library during *My Open Library* you should not enter.
11. In the event of an issue arising in relation to security, members can use the intercom to contact the monitoring company.
12. In the case of an emergency, the members are asked to phone emergency services on 999 or 112 from the dedicated emergency phone line. The Library **Eircode no. is R95 AH33**. Members should allow the emergency

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services into the library. They should complete details of the incident on a MOL incident/comment report card and put in the box at the *MOL* hub as soon as possible.

13. In the event of technical difficulties, the door may not open to allow access. Members can email info@kilkennylibrary.ie to alert staff
14. Members must adhere to the emergency evacuation procedures for the library during *My Open Library* hours.
15. Members must adhere to the "Leave no trace policy" i.e. you must bring home your rubbish.
16. Members must ensure all electronic devices are on silent mode.
17. Kilkenny County Library services reserves the right to suspend the service temporarily due to technical issues and/or on health and safety grounds etc.
18. Members are happy to receive MOL updates from Kilkenny County Library.
- 19. Unacceptable Behaviour while using the *My Open Library* service, includes but is not limited to-**
 - a) Behaviour that is disruptive and interferes with the use and enjoyment of library facilities.
 - b) Harassment of other people present by use of offensive or inappropriate language
 - c) Use of violence or threat of violence towards other people present
 - d) Malicious damage to and/or theft of Kilkenny County Council library property.
 - e) The use of alcohol or illicit drugs or being under the influence of the same
 - f) Personal property being left unattended, especially overnight
 - g) Smoking and the use of tobacco products including electronic cigarettes
 - h) Entering areas of the library marked No Entry/ Staff Only.
 - i) Non-compliance with health and safety procedures and fire drills.
 - j) Non-compliance with the Copyright Act 2000
 - k) Removing materials from the library without first checking them out.
 - l) Overloading sockets with personal devices.
 - m) Partaking in any illegal activity (including false alarms to emergency services)
 - n) Eating food is prohibited in library.

Suspension Protocols

My Open Library members in breach of these terms and conditions will have their access to the *My Open Library* Service suspended. The periods of suspension are:

- 1st Occurrence– 2-month suspension
- 2nd Occurrence – 6-month suspension
- 3rd Occurrence– 1-year suspension
- Users may, at the discretion of the County Librarian, be permanently suspended from the service for serious breaches of the terms and conditions.

My Open Library members in breach of terms and conditions will be informed of this breach by phone call, followed by a letter/email advising them of the breach and the date from which this appropriate suspension will be enforced. Members have 30 days to appeal the suspension. The appeal should be made in writing/email for the attention of the County Librarian, Library Headquarters, John's Green House, John's Green, Kilkenny R95 YH61 or info@kilkennylibrary.ie

By entering the library during *My Open Library*, members are agreeing that they have clearly understood the terms and conditions of using the library as a *My Open Library* member.

Kilkenny County Council reserves the right to update these terms and conditions as required, and will post any updates on www.kilkennylibrary.ie and display clearly in the library.