



Comhairle Chontae Chill Chainnigh
Kilkenny County Council



Kilkenny County Council
Library Service

MY OPEN LIBRARY User Policy

1 Document Control

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Table of Contents

| | |
|----------------------------------|-----|
| 1 Document Control | 2 |
| 2 Outline of Policy | 4 |
| 3 MOL Terms and Conditions | 4-5 |
| 4 Suspension Protocols | 6 |

2

This policy has been created to ensure a welcoming environment for reading, learning and other library activities; to protect the rights and safety of library members and staff; and to preserve and protect library materials, equipment and facilities.

My Open Library (MOL) is a service that facilitates the use of the library outside staffed times. MOL hours are: 8am to 10pm – 7 days a week – 365 days a year. The premises is monitored by CCTV on a 24/7 basis.

3 MOL Terms and Conditions:

1. Members must be aged 16 or over to become a MOL Member and must complete an MOL induction.
2. Members aged 16 and 17 must have parental consent to become a MOL Member. Parents/Guardians must also be members of the library and must attend induction with their 16/17-year-old.
3. You must have membership with Kilkenny County Council Library Service for a minimum of 6 weeks and be in good standing to become an MOL Member. Kilkenny County Council Library Service reserves the right to withhold membership.
4. Only Parents / Legal Guardians with an MOL membership can bring children / vulnerable adults into the library during MOL hours. Children must not be left unattended at any time.
5. Parents / Legal Guardians are responsible for ensuring their children adhere to the MOL User Policy and are responsible for the safety of their children and for their behaviour during this time.
6. Members must use their own card only and must not allow others to use their card.
7. Each member must scan their card on every occasion they enter the library and cannot enter without doing so, even while accompanying another member.
8. It is the responsibility of each MOL member to ensure that they do not allow or facilitate access to the library of any other person and must ensure that the front entrance door is completely closed after their entrance and after exiting. If you are concerned that someone will follow you into the library during MOL, you should not enter.
9. Members must be informed and aware of the layout and operations of the library when using MOL. This information is provided to each member in the induction given by library staff as part of the joining process for MOL.
10. 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.

11. It is the responsibility of each MOL Member to wait beside the external door on leaving the building to ensure that it closed fully before walking away from the library.
12. Some libraries have an occupancy counter at the entrance. During busy periods, these may show that maximum capacity has been reached, and you may need to queue until another member leaves.
13. Members must bring a fully charged mobile phone with them when using the library during MOL hours.
14. In the event of an issue arising in relation to security, members can use the intercom to contact the monitoring company.
15. In the event of an emergency, members are asked to contact emergency services by phoning 112 or 999 or you can contact the monitoring company using the intercom. A dedicated emergency phone line is available in Castlecomer Library for emergency services. Mayfair MOL members also have a direct number for monitoring company. The Library Eircode for the Mayfair is R95 N23R; Thomastown is R95 XPW8; and Castlecomer is R95 AH33. Members should allow the emergency services into the library, and complete details of the incident on an MOL comment card and put it in the comment box as soon as possible.
16. Members must understand and adhere to the emergency evacuation procedures for the library during MOL hours.
17. Should the doors not close please contact the monitoring company immediately, using the number supplied in the induction process.
18. Members must adhere to the leave-no-trace policy, i.e. you must bring home your rubbish.
19. Members must ensure all electronic devices are on silent mode.
20. In Thomastown and The Mayfair, the accessible toilet is available on ground floor. Please ensure you have your mobile phone when using the toilet. If you become unwell in the public toilet, please unlock the door, exit the building and contact emergency services immediately.
21. Upon registration you must make staff aware of any mobility or health issues you may have that might impact on you using the MOL Service.
22. Personal items are the responsibility of MOL members.
23. Do not place cables, bags, laptops, leads where they may cause a trip hazard.
24. Kilkenny County Council Library Service reserves the right to suspend the service temporarily due to technical issues and/or on health and safety grounds, etc.

25. Members must agree to receive MOL updates from Kilkenny County Council Library Service.
26. It is advised that headphones / noise-reduction devices are not used during MOL hours.
27. **Unacceptable behaviour while using the MOL 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) Unauthorised recording of others without expressed permission of those others.
 - d) Use of violence or threat of violence towards other people present.
 - e) Malicious damage to and/or theft of Kilkenny County Council library property.
 - f) The use of alcohol or illicit drugs or being under the influence of the same.
 - g) Personal property being left unattended, especially overnight.
 - h) Smoking, vaping and the use of tobacco products, including electronic cigarettes.
 - i) Entering areas of the library marked No Entry / Staff Only.
 - j) Non-compliance with health and safety procedures and fire drills.
 - k) Non-compliance with the Copyright Act 2000.
 - l) Removing materials from the library without first checking them out.
 - m) Partaking in any illegal activity (including false alarms to emergency services).
 - n) Eating food is prohibited in library.
 - o) Not evacuating when the alarm system is triggered or at the end of the permitted MOL hours.
 - p) Intentionally setting off the alarm systems.
 - q) Intentionally allowing non-members to access the premises.
 - r) Members must comply with all existing library policies in place during MOL.

4 Suspension Protocols

MOL members in breach of these terms and conditions will have their access to the MOL suspended. The periods of suspension are:

- ✓ 1st Occurrence– 1 month suspension
- ✓ 2nd Occurrence – 3 month suspension
- ✓ 3rd Occurrence– 6 month suspension
- ✓ Users may, at the discretion of the County Librarian, be suspended from the service for longer periods, up to and including permanently for serious or repeated breaches of the terms and conditions.

MOL 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 10 working days to appeal the suspension. The appeal should be made in writing / by 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 MOL, members are agreeing that they have clearly understood the terms and conditions of using the library as a MOL 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.