



Cork City Libraries **My Open Library** Policy

My Open Library is a service where public libraries offer extended open hours, using a mix of staffed and unstaffed self-service hours.

During unstaffed hours, members who are registered My Open Library members can access the library from 8.00 am to 10.00 pm every day, including weekends and Christmas Day. At Douglas Library there will be no access on Christmas Day and other public holiday opening times may also vary.

Please note that there are no staff present during My Open Library hours.

This My Open Library policy sets out terms and conditions

- to ensure a welcoming environment for reading, learning, and other library activities, outside of staffed hours
- to protect the rights and safety of library members and staff
- for the preservation and protection of library materials, equipment and facilities.

Emergency procedures and contact numbers will be explained to members at registration. During the induction members will be told how to report problems or issues that occur during My Open Library times.

CCTV recording is in operation throughout the library premises 24 hours a day.

My Open Library Terms and Conditions:

1. Members must be 16 years or over.
2. Members aged 16 and 17 must have parental consent to become a My Open Library member.
3. Parents of members aged 16 and 17 must also take out a My Open Library membership of their own to be able to attend to the child in case of illness or another emergency.
4. Members must have an up-to-date membership with no fines or lost items linked to their existing account.

5. When registering for My Open Library, members will receive an induction from library staff describing the layout, how to use various self-service options, and the safety operations of the library during unstaffed hours.
6. Members must attend inductions for each library where they wish to use the My Open Library service, as the layouts and operations may differ.
7. Members must not keep their library card and PIN together. If a library card is lost or stolen, please inform the library as soon as possible.
8. Only parents or guardians or carers can bring children under 16 into the library during My Open Library hours and must be present at all times when the children are in the library. **Children must not be left unattended in the library.**
9. Members must use their own card only and must not allow others to use their card.
10. Each member must swipe their card and enter their PIN on every occasion they enter the library and cannot enter without swiping while accompanying another member.
11. It is the responsibility of each My Open Library member to ensure that they do not allow or facilitate any other person to access to the library.
12. Members must bring a mobile telephone with them when using the library during My Open Library hours. In the event of an issue arising in relation to security, the member should contact the security monitoring company. The phone number for the security monitoring company will be given out during the induction session and should be saved to the member's phone.
13. Members may also use the intercom to contact the security monitoring company. The location of the intercom will be shown to you at induction.
14. In the case of a medical emergency, the members are asked to phone an ambulance [112 from mobile phone]. The **Library Eircode no.** will be clearly displayed and will be given to members at the induction session. Members should allow the ambulance staff into the library and complete details of the incident in the feedback book.
15. Members must understand the emergency evacuation procedures for the library during My Open Library hours. If a member is unclear about any element of the emergency evacuation procedures, they should ask a member of staff who will be happy to explain the procedures.
16. Unacceptable behaviour while using the My Open Library service, includes but is not limited to
 - a) threatening, disruptive or abusive behaviour towards other library members, library staff or staff of the security company or shopping centre
 - b) being in the library for purposes other than using library services

- c) engaging in any illegal activity (including false alarms to emergency services)
- d) damaging library property
- e) turning off self-service equipment
- f) entering areas of the library marked Staff Only
- g) not complying with health and safety procedures and fire drills
- h) being under the influence of alcohol or drugs
- i) not complying with the Copyright Act 2000
- j) using tobacco products including electronic cigarettes
- k) eating food
- l) removing materials from the library without first checking them out
- m) leaving your belongings unattended in the library especially overnight

Parents or Guardians or Carers are responsible for the behaviour of children or people in their care and for ensuring they follow the terms and conditions of this policy.

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 City Librarian, be permanently suspended from the service for serious 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 phone 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 or email for the attention of the City Librarian, Cork City Libraries, 57 – 61 Grand Parade, Cork T12 NT99 or libraries@corkcity.ie.

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