

## My Open Library User Policy

My Open Library User 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 for the preservation and protection of library materials, equipment and facilities.

My Open Library is a service which facilitates the use of the library outside of opening hours with staff. There are no staff present when My Open Library service is in operation. Patrons must be 16 or over to register for this service. The library is CCTV monitored on a 24/7 basis.

Issues that occur during My Open Library times should be recorded in the form available in the library and put in the comment box. For issues relating to security, members can use the intercom to contact the monitoring company. The red phone in the library offers a direct line to the emergency services. **The Library Eircode no. is D18 NY58.**

My Open Library terms and conditions are as follows:

1. Members must be 16 years or over to become a member of My Open Library. Members aged 16 and 17 must have parental consent to become a My Open Library member.
2. Patrons must be in good standing with dlr Libraries service, and have an up-to-date library membership in order to become a My Open Library member. Dlr Libraries service reserves the right to withhold membership.
3. Members must be informed and be aware of the layout and operations of the library when in My Open Library mode. This information is provided to each member by library staff as part of the joining process for My Open Library.
4. Members may use the My Open Library service where it is available in other branches of Dun Laoghaire Rathdown County Council and must be informed and aware of the layout and operations of each of these libraries during the My Open Library service hours.
5. Members must keep their library card and PIN separately. If a library card is lost or stolen, please inform dlr Libraries as soon as possible.
6. Only Parents/Guardians/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.
7. Members must use their own card only and must not allow others to use their card.
8. Each member must swipe their card on every occasion they enter the library and cannot enter without swiping while accompanying another member.
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. The only exceptions to this are set out in terms 6 and 12.
10. It is the responsibility of each My Open Library member on entering the library to wait beside the door until it is closed.

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, members are asked to phone 999 or 112. The red phone in the library also offers a direct line to the emergency services. The Library Eircode no. is D18 NY58. Members should allow emergency services into the library and complete details of the incident in the comment form.
13. Members must adhere to the emergency evacuation procedures for the library during My Open Library hours.
14. Unacceptable behaviour includes but is not limited to:
  - a) Behaviour that is disruptive and interferes with the use and enjoyment of Library facilities.
  - b) Harassment towards other people present in the library by use of abusive, racist, obscene or threatening language.
  - c) Use of violence or threat of violence towards other people present in the library
  - d) Partaking in any illegal activity (including false alarms to emergency services).
  - e) Malicious damage to and/or theft of Library property.
  - f) Entering areas of the library marked Staff Only.
  - g) Consuming food and drink (with the exception of bottled water).
  - h) Non-compliance with health and safety procedures including fire drills.
  - i) The use of alcohol or illicit drugs while using Library facilities.
  - j) Smoking/ vaping on Library premises.
  - k) Overloading sockets with personal devices
  - l) Leaving personal belongings unattended in the library.
15. Parents/Guardians/Carers are responsible for ensuring their children adhere to the terms and conditions and are responsible for the behaviour of their children.
16. Dlr Libraries service reserves the right to suspend the service temporarily due to technical issues and/or on health and safety grounds.

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 will be at discretion of dlr Libraries. Users may be permanently suspended from the service for serious or repeated breaches of the terms and conditions.

Members have 30 days to appeal the suspension. The appeal should be made in writing/email for the attention of the County Librarian.

21st November 2018