

# CUSTOMER POLICIES

## MEETING ROOMS

### Board Policy:

**DATE REVIEWED: 01/26/2023**  
**DATE APPROVED: 01/26/2023**  
**EFFECTIVE DATE: 03/01/2023**  
**REPLACING POLICY EFFECTIVE: 09/01/2018**

Columbus Metropolitan Library (CML) meeting rooms may be used by groups free of charge if the meeting occurs during the location's normal hours of operation. Any fees for meeting room use are established through the Fees for Library Materials and Services policy.

Use of meeting rooms for financial gain is prohibited. This includes the selling of goods and/or services, fundraising or accepting donations; except as provided in the Private Events and Exhibits policies.

Alcohol is prohibited in all CML locations, except as provided in the Private Events policy.

A library card is required for all meeting room reservations. The cardholder must be at least 18 years of age to reserve a meeting room. An adult (18 years or older) must be present during any use of CML meeting rooms.

### Administrative Procedure:

**DATE REVIEWED: 04/11/2023**  
**DATE APPROVED: 04/11/2023**  
**EFFECTIVE DATE: 04/11/2023**  
**REPLACING POLICY EFFECTIVE: 03/01/2023**

- A. Customers can view meeting room availability, reserve rooms and manage their reservations through the CML website or with the assistance of staff.
- B. The person reserving the room must accept the terms of this policy and take responsibility to see that all conditions of use are followed.
- C. CML reserves the right to cancel or change any meeting room reservation with twenty-four (24) hours' notice if circumstances at CML so demand. CML reserves the right to cancel meeting room reservations with less than twenty-four (24) hours' notice due to acts of nature or situations warranting an emergency closing of a CML facility.
- D. Customers can reserve meeting rooms up to 90 days in advance. A customer is limited to five (5) reservations per month per location.

# CUSTOMER POLICIES

- E. Cancellations should be made as soon as possible to allow others to use the rooms. If others are requesting the room, CML reserves the right to cancel a meeting room reservation if the meeting's attendees have not arrived within the first half hour after the reservation start time.
- F. Notices and signs posted in the library announcing the meeting or directing attendees to the room must be approved by a library manager/supervisor at the location. Notices and advertisements about the meeting must not imply CML sponsorship or endorsement of the group's purpose or activities unless a formal partnership or co-sponsorship is in place.
- G. Prepared food and non-alcoholic beverages are allowed in meeting rooms. Kitchenettes with refrigerators and sinks are available at select locations, but no serving utensils or other catering equipment is provided, and food preparation must take place off-site. Customers may use a caterer of their choice or bring their own food/beverages. All catering arrangements are the responsibility of the group using the room.
- H. Most meeting rooms come equipped with projectors, screens and other audio visual equipment. Library staff are available to assist with use of this equipment upon request, and available equipment for each room is detailed within the library's online meeting room reservation program. Other supplies such as dry-erase markers and erasers can be requested from library staff at the location. These supplies must be returned at the conclusion of the meeting to avoid being charged for their replacement.
- I. Library staff will attempt to notify customers of any broken or missing equipment in the rooms before their meetings and to keep equipment listings up to date. Customers are encouraged to contact the library prior to their meeting if there is particular concern about a piece of equipment or other details of the space.
- J. Requests to hold meetings or events in Main Library's Reading Room are considered under the Private Events policy.
- K. Tables and chairs are available for meeting use. Set-up and take-down of the chairs and tables is the responsibility of the group using the room except for meetings taking place in Main Library's Auditorium. Furniture should not be moved in or out of the rooms. The group is expected to leave the room in the same condition that it was in before the meeting. Library staff should be notified of any damages or the need for trash removal.

## CUSTOMER POLICIES

- L. Meeting rooms are intended for group use and should generally not be reserved for use by one person. An individual using a meeting room may be asked to leave a room to allow use by a group.
- M. Meetings held in CML meeting rooms must not disturb normal library operations. CML reserves the right to stop meetings or activities that are disruptive to normal library operations or that otherwise violate the Customer Code of Conduct. Gymnastics, cheerleading and other athletic activities are prohibited in meeting rooms.
- N. CML reserves the right to reject any meeting room request, or cancel any reservation, if it is determined that the group (or the cardholder making the reservation) has abused its past privileges in using the meeting rooms in any way as determined by CML. This includes, but is not limited to, violation of this policy and/or the Customer Code of Conduct.
- O. The acceptance of the terms of CML's Meeting Rooms policy (electronically or in person) assigns responsibility for injury, loss or damages to the room and loss or damage to any CML property or equipment used during the meeting to the cardholder submitting the application and accepting the terms.
- P. Meeting rooms are available to customers within the days and times listed below. Any meetings occurring after the library closes must be scheduled to begin 30 minutes before closing. Meeting attendees who arrive after the library closes will be denied entry.
- Monday – Thursday: 7:30 a.m. – 10:00 p.m.
  - Friday and Saturday: 7:30 a.m. – 8:00 p.m.
  - Sunday: 1:00 p.m. – 5:00 p.m.
- Q. Meeting organizers will be charged a fee for the portion of the meeting that takes place outside of the location's hours of operation, with the exception of morning meetings taking place at Main Library Monday through Friday prior to opening. Operating hours vary by location.
- R. Charges will be made in increments of one hour in accordance with the Fees for Library Materials and Services policy. CML reserves the right to waive charges for the Columbus Metropolitan Library Foundation, the Friends of the Columbus Metropolitan Library and other community organizations and partners with the approval of the Chief Customer Experience Officer.

# CUSTOMER POLICIES

- S. Customers must contact the CML Call Center at 614-645-2275 to request to use a meeting room outside of a location's operating hours. Off-hours meetings must be scheduled and paid for in full two weeks in advance.
- T. Staff presence will be provided by CML for all off-hours meetings. Off-hours meetings will not be allowed to occur if staff are unavailable for the requested meeting time.
- U. CML reserves the right to have staff attend meetings and other events in library meeting rooms.

**Related Policies/Forms:**

- Access to Library Materials and Services
- Customer Code of Conduct
- Exhibits
- Fees for Library Materials and Services
- Hours of Operation
- Private Events
- Programs