

Tewksbury Public Library Policy

MUSEUM PASSES

PURPOSE:

The Tewksbury Public Library purchases regional museum passes and lends them to valid library card holders. A complete list of museum passes, including websites and admission information, is available on our website or at the library.

POLICY:

1. Library users must have a valid Tewksbury or MVLC library card to reserve and borrow a pass.
 - a. The library card can have up to \$5 in fines and/or fees to **reserve** a pass, but fines and/or fees must be paid in full to the loaning library to **borrow** the reserved pass.
 - b. The same library card that is used to reserve the pass must be used to pick up the pass.
2. Individual museums determine the benefits and limitations of using their pass.
 - a. Some passes offer free admission, some offer reduced admission, and others have limits on how to finish the reservation process.
 - b. Please check the information provided with the listing on the library website.
3. Currently there are three formats of museum pass: electronic, coupon and returnable.
 - a. Electronic passes send the borrower a link to the pass in a confirmation email. Please contact the library if you do not receive a confirmation email.
 - b. Coupon passes are handed over to the museum at the time of your visit. Coupon passes can be picked up no earlier than 1 week in advance.
 - c. Returnable passes are returned to the library. Returnable passes may be picked up no earlier than 1 day in advance or by 11:00am on the day the pass is to be used. Returnable museum passes must be returned to the Tewksbury Public Library by 10:00am the following day. Passes and pouches may be returned in either the book drop at the entrance to the library or at the front desk.
 - d. In the event the library is closed for weekends or holidays, passes must be picked up by 11:00am on the day preceding the closed date.
 - e. Please call the library if you will be delayed picking up your pass. If the museum pass is not picked up by 11:00am, and we have not heard from you, it will be released for use by another individual or family.
4. To provide equitable access to our museum passes, we limit borrowing.
 - a. During the Tewksbury public school year, 1 pass per individual or per family per 7-day period may be borrowed.
 - b. During Tewksbury public school vacations, including summer, an individual or family may borrow 2 passes per 7-day period.
 - c. If this limit is exceeded, the first reservation placed will be retained and all other reservations will be cancelled.
 - d. Passes can be reserved no more than 14 days in advance.
 - e. Passes can be reserved through the library's online reservation system, in person or by calling the library.
 - f. Check the museum's website for up-to-date hours of operation and directions before reserving a pass.
5. Please check the library's hours for days when the library is closed, preventing pass pick up.

Policy voted and adopted on: March 7, 2012

Policy last reviewed and amended on: September 4, 2012; March 12, 2024

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- a. Library staff members will make every effort to inform those with pass reservations if the library needs to close early or for inclement weather but cannot guarantee notification.
 - b. Library closures are also posted on our website and on our social media accounts.
6. As a courtesy to other patrons who may want to reserve a museum pass, please cancel your reservation as soon as you know your plans have changed. You may cancel online or by calling the library.
 7. If an individual's failure to return a pass on time prevents others from using that pass, the individual will be charged the cost of admission to the museum. Chronic abuse will result in the suspension of pass privileges.
 8. If an individual/family requests two or more passes in a 30-day window and fails to pick them up or to cancel the reservations, the individual will be suspended from requesting museum passes for a 30-day period.