

WHPL Policy for Museum Passes

One-Time Use Tickets

1. A limited number of one-time-use tickets have been purchased for the benefit of West Hempstead Library patrons only. These tickets may be used at anytime during the year in which they are issued in accordance with the rules of the individual museum. They do not have to be returned to the library after use.
2. A lottery system will be implemented to allow for the equitable distribution of these tickets.
3. Separate lotteries will be held for each museum. Library cardholders (age 18 and over) in good standing with no unpaid fines will be allowed to enter once for each museum lottery. (Additional and invalid entries may be purged).
4. Multiple drawings over a period of time are planned for each museum lottery. Lottery tickets will remain active for subsequent drawings until selected. Cardholders need not be present at drawings. They will be notified by phone or mail.
5. One-time-use tickets will be awarded to a family/household only once for each museum. A list of winning cardholders will be maintained.
6. The number of persons admitted with each ticket varies, subject to the rules of the individual museum. To accommodate these variations, the number of tickets distributed for each museum will vary, and will be determined by the library.
7. Winning cardholders will be given a reasonable amount of time to pick up the tickets in person, with valid ID/library card. Unclaimed tickets will be returned to the lottery pool.
8. Lost tickets will not be replaced.
9. Patrons are responsible for checking with the museum to confirm hours and current exhibits.

Family Passes

1. Only West Hempstead Library cardholders (age 18 and over) in good standing with no unpaid fines may borrow the Museum Family Pass.
2. One Museum Family Pass may be checked out per family or household, per loan period. The loan period is usually 2-3 days. We currently have weekend and weekday passes.
3. **The Weekend Loan Period is for three days -- Pickup before closing on Friday and return before closing on Sunday** (or before 9 a.m. Monday morning in the outdoor audio/video drop box).
4. **The Weekday Loan Period is for two days—Monday through Tuesday or Wednesday through Thursday -- Pickup before closing on day-1 and return before closing on day-2** (or before 9 a.m. on day-3 in the outdoor audio/video drop box).
5. To allow for the equitable usage of these passes, each family/household may reserve a specific museum's Family Pass once each year. If available (unreserved), the same Pass may be borrowed on a walk-in basis.
6. Additional reservations may be allowed depending upon Pass availability and community demand at the discretion of the library.
7. Reservations may be made in the library or by phone 1-3 months in advance, depending upon each museum's popularity.
8. Cardholders must call to cancel a reservation or delay a pickup. **Passes not picked up on the first day of the loan period may be issued to another family.** It may be necessary to institute a fee for reservations not kept.
9. Passes must be returned to the Reference Desk before the close of business on the due date. A plastic enclosure is provided so that passes may be returned via the outdoor audio/video drop box when the library is closed. To avoid late fees, the Pass kit must be in the outdoor drop box *before the library opens* on the first day following the due date.
10. Patrons must sign a form acknowledging West Hempstead Library rules governing the Museum Family Pass and will be asked to return a feedback form to assist in evaluating the program.
11. The Library cannot guarantee that the Pass will be available on the reservation date, since we depend upon the cooperation of patrons to return passes on time. Every effort has been made to structure the program to make the passes accessible to the widest number of patrons. For this reason, late charges and fines will be strictly enforced.
12. Patrons are responsible for checking with the museum to confirm hours and current exhibits.