

Auburn Public Library

Museum and Local Attractions Pass Program



Borrower's Responsibilities

We are pleased to offer a wide variety of passes to patrons who adhere to the following guidelines:

- You may request to borrow a museum pass by *calling the library* or *stopping in during normal operating hours*.
* We cannot accommodate requests via email. Pass requests and distributions are not available electronically.
- The borrower (**cardholder**) must have a valid CWMARS library card in good standing (no fines or overdue items) to reserve a pass.
- The **cardholder** making the reservation must be age 18 or older, using his/her/their own card. No exceptions.
- The **cardholder** must *personally* pick up the pass and present *the cardholder's* card and an ID if requested (exceptions may be made under unusual circumstances with approval of the Library Director).
- Passes may be picked up the day before (if available) or the day of the intended museum visit.
- All (returnable) passes must be returned by 11:00 am the day following the visit. If returning after hours or on Sunday, passes should be returned in the book drop in the blue case that will be provided when you pick up the pass. Failure to return passes on time may result in denial of future museum / local attraction passes and / or fines equal to the value of the pass.
- Loss of a pass must be reported to a member of the Auburn Public Library Museum Pass Registration Team immediately by calling 508.832.7790 during normal operating hours.
- Patrons may register for only one pass at a time. Exceptions may be made for partner organizations.
- To *borrow* a pass, please call or visit the Library and ask for an administrator from **Museum Pass Registration**.
- Passes may not be reserved more than 7 days before the date of the intended visit. Exceptions must be approved by the Director or her delegate.
- 100% of our passes are available to valid CWMARS card holders from all surrounding towns, who have no overdue loans or fines. On rare occasions, however, passes may be reserved for Auburn residents only, or restrictions may apply to borrowers from other towns. Authority resides with the Library Director, at her discretion, to make adjustments at any time.

Guidelines and Suggestions

- Pass admission restrictions and discounts are determined by the organizations. All passes provide a discount but most do not offer full admission. Parking and other related costs are not covered by the passes or the Library.
- Library staff cannot be responsible for providing informational changes regarding museum or attraction operating hours; seasonal schedules; possible restrictions to shows, programs, or exhibits; changing admission costs; COVID requirements, or other information specific to the organization. Patrons are strongly advised to check the organization's website or call the organization for the most current information before requesting to borrow a pass and/or visiting the museum or attraction.

We welcome and encourage your feedback regarding this Library resource, and from your museum visit!
Please add feedback to the back of the card you receive (for returnable passes) when picking up your pass, or log onto our survey at <https://www.surveymonkey.com/r/TRY28BJ> to complete an anonymous three-question survey.

~ The Library Director reserves the right to deny or rescind loans or to make exceptions at her discretion ~

We hope you enjoy this valuable resource!

Auburn Public Library Operating Hours

M 9:00am – 7:00pm | T-W 9:30am – 7:00pm | Th 9:30am – 8:00pm | F 9:30am – 6:00 pm
Saturday 10:00am – 1:00pm | Closed Sundays and Holidays
Check website for adjusted holiday weekends

369 Southbridge Street, Auburn MA 01501 | (508) 832-7790
www.auburnlibrary.org | www.aplmuseumpasses.com | Dr. Jean E. Collins, Director