

FAQ's: Macy Museum Adventure Program

Question: Will the Brookfield Zoo passes still be valid once the Macy's program begins? {For MLS Libraries}

Answer: No, after September 1, the Brookfield Zoo will be part of the Macy's Museum Pass Program. Passes to the Brookfield Zoo are included with the other museum participants.

Question: Can the passes be checked out for a shorter period than the 1 week, such as 3 days?

Answer: No, the program loan periods must be consistent.

Question: How will the passes be circulated and will they need to be returned to the library once they have been used? Are the overdue fees to be determined by the lending library? Will the database also know when passes for a specific museum are not available?

Answer: A database is being developed as part of the website to handle the passes. The database will be able to print the passes with an expiration date including information about the museum and other items; check the pass out; track the usage; and create reports for the program. It also will know when passes are not available for specific museums. The passes can then be kept by the museum or destroyed but cannot be used again. There will not be a need to charge overdue fees. This also means that the circulation desk does not have to be the location where patrons go for passes.

Question: How many passes will be available?

Answer: Each participating museum will provide four family passes (each admitting **up to** four people) to each participating library. The number of passes each library receives will depend on how many museums are participating.

Question: Who can check out the passes?

Answer: Users must have a valid library card for the library issuing the pass. The passes are non-transferrable and are not for reciprocal borrowers. Each library can decide whether to limit the number of passes a user has at one time.

Question: Will staff need to use their home library for passes?

Answer: Yes, only registered borrowers from the library can use the passes.

Question: What happens if the patron loses a pass before it expires?

Answer: If a pass is lost before it expires, the database should have an option for reprinting. At the moment we are working out those technical details.

Question: Will patrons be able to place a hold on the passes?

Answer: This will be a local decision, but patrons will not be able to place a hold remotely or through the database. Libraries deciding to do this will have to handle the holds manually.

Question: When a patron receives a pass will the database retain the patron information?

Answer: No, the database will not retain any patron information after the pass has been printed.

Question: How will the program be promoted and publized?

Answer: Each library will receive a promotional packet. The packet will include signs to post in the library, tri-fold brochures to display and bookmarks. Each library will also receive a notebook of information sheets on participating museums and customizable templates. A website is being developed that libraries and museums will link to from their sites. Other promotional material will be available on the website that can be

downloaded and customized for your library. Macy's will be handling publicity with their media contacts. Press kits will be sent to local media providing information about the program.

Questions: If I have a branch library will we receive passes for that location also?

Answer: No, each library will receive one set of passes from each participating museum. It is a local library's decision on how they will distribute passes to branches.

Question: If a library finds that the program is not working for them, can they stop participating at any point?

Answer: Yes, and if a library makes that decision they will handle the PR to their community.