



Keene Public Library Policies

Museum Pass Policy	Adopted: March 25, 2025
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The Keene Public Library provides Museum Passes to Keene Public Library (KPL) cardholders through the support of the Friends of KPL. The Friends of KPL manage the selection and purchase of the passes. KPL cardholders who would like to provide feedback, or suggestions may ask the Library staff to forward their comments to the Friends of KPL

KPL cardholders may make a pass reservation up to 60 days in advance of their visit.

Museum passes offer free or reduced admission to an individual or a group. Each museum pass program varies. Some museums require pre-registration to use their passes. The pass may need to be returned to the Library by 10 am the next day, or it may be a coupon which is not returned.

After a reservation has been made, an email will be automatically sent to the email address provided on the KPL cardholder's account explaining that the reservation is awaiting approval. Library staff will review the reservation request and either approve or deny the request based on availability and KPL cardholder status. If approved, another email will be sent stating that the reservation has been approved. Passes that are one time use may be picked up 48 hours before the reservation date. Passes that are reuseable may be picked up 24 hours before the reservation date.

Definitions:

- "household" - all cardholders residing at the same address
- "week" - the 7-day period between and inclusive of Sunday and Saturday
- "month" - the period between the first day and the last day of a given month
- "year" - the period between January 1 and December 31

Eligibility: Museum passes are available to Keene Public Library cardholders with accounts in good standing. Museum Passes cannot be borrowed by patrons holding Keene State College Mason Library cards or Cheshire County Special Borrower cards.

Borrowing Limits: To ensure access for all, households may borrow only one pass per week and a pass to each museum once per month.

No-Shows: KPL cardholders needing to cancel a Museum Pass reservation should contact the Library in-person, by phone or by clicking the link in the email confirming their reservation at least 48 hours in advance of the pickup date. Canceling in advance will make the pass available to other KPL cardholders.

Failure to cancel or pick up a reserved pass will be recorded as a "no-show." Three no-shows within a year will result in a one-year suspension of a household's Museum Passes privileges.