



## Museum Pass Policy

The Durham Public Library offers a variety of museum passes which provide no cost or reduced admission to museums in New Hampshire and Massachusetts. Some of our passes are checked out to the patron and must be returned to the library; some of our passes are single use coupons and need not be returned. Please see the museum pass flier or the library website for specific information including a current list of available passes.

1. A patron must have an active Durham Public Library membership in good standing to reserve or check out a pass. Passes purchased by Durham Public Library, in conjunction with the public libraries in Madbury and Lee, are available to cardholders from each of the three libraries.
2. Museum pass coupons do not need to be returned and may be picked up 30 days in advance of the reservation date.
3. Patrons may reserve only one pass per day. However, when coming in to pick up the reserved pass, a patron may check out a pass to a second museum if no reserves have been placed on that pass by the day preceding the reservation date.
4. Due to the limited number of passes, and to give all patrons a fair chance, reservations will be limited to four (4) within a 30-day period per patron.
5. Passes may be reserved online via the library website, in person, or by phone. Please have your library card available when placing reservations. Reservations are strongly recommended to insure the availability of a pass on a particular day.
6. The museum pass service is based on the cooperation of each user. It is important to cancel reservations when a pass is not needed for a booked date so that others may reserve the pass.
7. If a reserved pass has not been picked up by 11 a.m. on the reservation date, the pass will be put back into circulation.
8. Please note that admission charges are determined by the museum. Not all passes allow free admission; many passes allow only reduced admission. Special exhibits or performances at museums may require an additional fee.



Durham Public Library  
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[durhampubliclibrary.org](http://durhampubliclibrary.org)

## Objections to Library Resources

The Library will review, consider and respond to all comments and questions about library materials, services, programming, and policy although greater weight may be given to the requests of eligible cardholders, who are the Library's constituents. Any individual who wishes to provide comments or questions about any item(s) in the collection or the services and programs the Library provides to the community should complete a [REQUEST FOR RECONSIDERATION OF A LIBRARY RESOURCE FORM](#).

Requests for reconsideration will be reviewed by the Director who will respond to the requesting individual in writing within thirty days with a decision on the request.

If dissatisfied with the Director's decision, the individual may appeal the Director's decision to the Library Board of Trustees. The appeal must be in writing and filed within 7 days of the Director's written decision by delivery to the Library Director. The Board of Trustees will review the individual's written appeal request, the original Request for Reconsideration of a Library Resource Form and the Director's decision 4 at the next available regular meeting. This may not be the next scheduled meeting if the agenda has already been published or if there is a full agenda already established. The individual will receive a letter with the Board's decision on the appeal within thirty days of the meeting at which the appeal is considered. The Board's decision is final and will remain in effect for a term of five years during which a challenged resource will not be subject to further challenge absent recommendation from the Director.