

# Museum Pass Reservation System Patron Manual

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## Overview

Boston Public Library passes may be booked online, over the phone or in-person. You must have a pin and a valid Adult or Young Adult card to reserve and pick up a pass. If you do not have a library card or you are not sure if your card is valid, please go to <http://www.bpl.org/general/circulation/index.htm> for more information. There is also a link at the top of the request page in Tixkeeper if you have forgotten your pin.

All passes must be picked up and returned from the owning location.

## Logging in

- Go to [www.bpl.org/general/circulation/museum\\_passes.htm](http://www.bpl.org/general/circulation/museum_passes.htm)

A box with the questions listed below is located on the right-hand side of the page and may be used to find a pass:

- What pass would you like to borrow?
  - You may use the drop down menu to select a specific pass or leave the default: any pass
  - If you select a specific pass, the system will retrieve pickup locations for that pass
- When do you want to use the pass? (you are limited to 60 days ahead)
  - Clicking in the box will open a calendar from which you may select a specific date
- Where do you want to pick up the pass?
  - You may use the drop down menu to select a specific location or leave the default: any location

From the homepage you may:

- Select a date from the calendar
- Select a range of dates
- Select a specific location
- Select a specific museum pass
- Select availability

You may limit which passes display:

- All Days & All Passes shows everything (reserved and available passes)
- Available Passes will only show passes available for booking

### **Reserving a Pass**

Once you have found the pass you would like to request, you should:

- Click on the Request Pass button next to the museum
- Input your library card number.
- Input your PIN
- Click Submit

If there is no Request Pass button, the pass is not available for reservation.

If you have entered an invalid library card or pin the next screen will indicate what was invalid (card number or pin) and you should click on Try Again to re-enter the card number

If you have entered a card that is not an approved borrower type (such as Juvenile, Courtesy or e-card), the screen will indicate why the verification failed and how to resolve the issue.

If you have entered a card that is delinquent, the screen will indicate that and you will need to contact your local library.

You must confirm all required fields on the Reservation Page are filled in (required fields are marked by an asterisk \*). You have to option to select email confirmation and an email reminder. Then:

- Click on Continue (User has been authenticated)
- Click on Cancel to cancel the reservation

You should confirm the information is correct on the following page (such as pickup location, date and museum) and choose one of the following:

- Click Submit this Request if information is correct
- Click Backup and Fix Patron Info to make corrections
- Click Cancel this Reservation to cancel the request

You have now successfully reserved a museum pass. If you would like to reserve another pass, you should click on Return to Pass List (located on the bottom of the screen). You will need to input your library card number and pin again to reserve another pass.

If you try to book a pass in violation of BPL policies and procedures, the system will flag the request and not allow you to complete the process. The explanation for the block will appear in the *Number Passes Requested* section of the form.

### **Editing/Cancelling a reservation**

Passes may be cancelled one day in advance over the phone or in person. You may cancel a pass two or more days in advance online, over the phone or in person. Same day cancellations are not permitted. If a pass has been picked up, it must be returned to the owning library prior to cancelling your reservation.

Example:

- Tom Thumb has June 20, 2011 booked for the Science Museum, June 21, 2011 for the Aquarium and June 24, 2011 for the Children's Museum.
- Today is June 20, 2011
  - Tom Thumb may not cancel today's Science Museum
  - Tom Thumb may cancel the June 21, 2011 pass for the Aquarium by calling or going into his local library.
    - If Tom Thumb has already picked up the Aquarium pass, he must return it prior to staff cancelling his reservation
  - Tom Thumb may cancel the June 24, 2011 pass for the Children's Museum online or by calling or going into his local library.
    - If Tom Thumb has already picked up the Children's pass, he must return it prior to staff cancelling his reservation

## **Viewing your reservations**

Click on [My Passes](#), located on the right-hand side of the page under the box calendar on the Museum Pass Booking Home Page. (Not the page you first see from the BPL website. You must go to the site itself.)

- Enter your library card and pin number
- You will see a list of their reservations
- Passes will indicate if they have been picked up
  - If a pass has been picked up, it may not be cancelled until the pass is returned to the owning library.

## **Cancelling reservations**

Click on [My Passes](#), located on the right-hand side of the page under the box calendar on the Museum Pass Booking Home Page. (Not the page you first see from the BPL website. You must go to the site itself.)

- Enter your library card and pin number
- You will see a list of your reservations
- Passes will indicate if they have been picked up
- You may select the pass you want to cancel and click on Cancel this Reservation
  - If a pass has been picked up, it may not be cancelled until the pass is returned to the owning library.