

RACINE PUBLIC LIBRARY

Bus Pass Procedures

General Procedures

- I. Anyone is able to request a bus pass. Racine residency or library card are not required to obtain bus pass.
- II. In order to receive a bus pass, patron must provide proof of necessity. Proof of needing the bus pass includes but is not limited to:
 - Physical proof (email, text, letter) with appointment date and name of patron. (Doctor's appointment, job interview, job search, etc.).
 - Exceptions to the requirement of proof can be made at the discretion of the Library Social Worker.
 - Bus passes are intended for short-term social service needs, and are not intended for long-term needs.
 - For example, bus passes can be provided for employment, but only on a short-term basis. Details to be worked out on a case by case basis with the Library Social Worker
- III. The following information is to be obtained and recorded prior to issuing a bus pass: Date, name of patron, type of bus pass, primary reason for needing pass and quantity of passes being given out.
 - *Staff should inform patrons to not bend Pass, as Pass is invalid if damaged. All new Belle Urban System buses are wheelchair accessible. We will not replace any lost, stolen or damaged passes.
- IV. Bus passes will be given out on the following days/times: (*location will vary between study room or reference desk on 2nd floor*)
 - Tuesdays 1p-2:30p
 - Wednesdays 3p-5:30p
 - Thursdays 10a-11:30a
 - If Library Social Worker is not in the building during any of these days/times, the Library Social Worker will provide another staff member the bus passes and tracking log ahead of time to distribute the bus passes on that day/time. In most cases, this will be a staff member who is scheduled to work the reference desk in ASD during that time.
 - **Day Passes**- Passes that are able to be used for one day. Can use the Day Pass for unlimited rides for the same day; to be issued for any one appointment, or multiple appointments on the same day
 - **10-Ride Pass**- Passes to be used for a total of 10 bus rides; to be issued when given proof of no less than five separate appointments on five separate days.

Addendum Concerning Exceptions to Bus Pass Requirements

I. Exceptions to Showing Proof of Appointment/Need for Bus Pass

- A. Library Social Worker can, at their discretion, make a **one time exception** to this rule **per person**. This can be in the cases of the following:
1. It is the patron's first time receiving a bus pass at the library, and they did not know of the requirements
 2. Patron needs a bus pass for something that does not constitute having an appointment
 - a) Examples include but are not limited to: laundry, obtaining groceries, workforce, job search, etc.
- B. Library Social Worker will document details of every exception made in the Bus Pass Log.

II. Exceptions to Bus Pass Distribution schedule

- A. Library Social Worker can only make exceptions to the Bus Pass Distribution schedule under the following circumstances, and if schedule allows:
1. Patron needs a bus pass due to having a dire circumstance or emergency.
 - a) If patron/s express needing to seek shelter or to get home safely under extreme weather conditions
 - b) Library Social Worker will determine all other emergency situations on a case by case basis
 - c) At this time, Racine Public Library will not distribute bus passes for patrons who state they are having a medical emergency. In these cases, we will offer to call 911.
 2. Library Social Worker will not distribute bus passes when participating in programs, meetings or appointments.

Contact Ashley Cedeño with any questions, comments or concerns at 262-321-9458 or ashley.cedeno@racinelibrary.info.

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Dates Updated:

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