

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:
 - Confirmation (email, text, letter) with appointment date and name of patron. (Doctor's appointment, job interview, PO appointment, etc.).
 - Exceptions to the requirement of proof of requirement may 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 or ongoing transportation needs.
 - For example, bus passes may be provided for employment purposes, but only on a short-term basis (a maximum of five passes total for longer-term needs)
 - We will not replace any lost, stolen or damaged passes.
 - *Please note:* Providing fraudulent documentation- including fabricated emails, text messages, or any other falsified proof, may result in being ineligible to receive bus pass assistance in the future.
- 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.
- IV. Bus passes will be given out on the following days/times in Study Room 1:
 - Tuesdays 1p-2:30p
 - Wednesdays 3:30p-5p
 - Thursdays 11a-12p
 - **Only Day Passes available**-Unlimited rides for the same day; to be issued for any one appointment, or multiple appointments on the same day
 - Bus pass schedule subject to change based on the Library Social Worker's availability

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**.
 - B. Library Social Worker will document details of every exception made.

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:

July 29, 2022,

October 7, 2022,

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