

Discovery Pack Checkout Policies

The Siouxland Heritage Museums' Discovery Packs are available to educators, day care providers, youth leaders, and program directors. Because these packs are loaned free of charge (a security deposit is required), they must be picked up and returned by the borrower. Packs cannot be delivered to you or loaned through the mail.

Packs must be reserved in advance. Reservations are made on a first-come, first-served basis. We recommend calling two weeks in advance. In the case of a last-minute reservation, please be aware that we are unable to process a same-day request. Phone reservations are preferred. This allows us to efficiently schedule your check-out, answer any questions you may have, and complete our paperwork. Email and walk-in reservations can be accommodated, but are discouraged. Please be aware that packs reserved in person **cannot** be taken the same day. In the case of an email request, we need the following information:

- Your name
- Your school or organization
- Address (where you want your deposit returned)
- Work phone **and** Home or Cell phone
- Pack(s) you're interested in
- 1st and 2nd preference of checkout dates

Reservations are made for one full week. Longer requests may be considered on a case-by-case basis. However, please be aware that during our busy seasons, all reservations will be limited to one week. At this time, there is no limit on the number of packs checked out to one person.

When picking up a pack, you will need to sign our borrower's contract and submit a deposit of \$20 *per pack*, preferably in the form of a check. It is our policy to not send cash through the mail; if you must pay cash, please be aware that you will need to make an additional trip to the museum to retrieve your deposit. We are unable to accept a credit card deposit at this time.

Please be aware that museum staff is unable to leave the reception desk unattended and therefore cannot help you load the pack into your vehicle. A few packs are bulky, but not heavy. Persons of average ability should have no problem with any of our packs. A cart or dolly can be made available upon request. If you need assistance beyond that, please bring help with you or make prior arrangements with us.

If not picked up on the scheduled date, the pack will be held at the reception desk for one additional day. After that time, your reservation will be cancelled and the pack will be returned to storage and made available to other interested persons. Please let us know if you need to reschedule your check-out.

Please return packs on or before the due date. Often reservations are made back-to-back, and staff must be able to inventory the pack so it is ready to be checked out the next day. Failure to return a pack on time inconveniences other borrowers and may result in forfeit of your deposit and of future borrowing privileges.

Also, when returning packs, please be sure items are neatly packed in appropriate containers and all personal papers are removed. This keeps maintenance time by museum staff to a minimum and ensures free use of our packs in the future. It also minimizes the chance of damaged or missing items.

Your deposit will be returned *by mail* after museum staff has had a chance to inventory and return the pack to storage. (Cash deposits will need to be picked up at the museum) Please be aware that a deposit may be held longer if an evaluation sheet was not completed. To ensure future funding for our Discovery Pack program, we must have the number of adults and children making use of the pack. Other questions on the evaluation form are optional, but your responses are appreciated. Evaluation forms can be returned with the pack or mailed to the museum.