

Please see some FAQ below and instructions on setting up your online reservations services.

What does BCM need from the library when they are in the process of migrating from one reservation service to another?

Please contact Christina Williams at Williams@BostonChildrensMuseum.org to notify BCM that the library is migrating online reservation services so that the Museum's records can be updated accordingly.

Where can I access instructions on how to set up the online reservation system with Assabet Interactive?

Please click on link (<https://ai-assets.s3.amazonaws.com/support/museum-passes-boston-childrens-museum-instructions.pdf>) provided by Assabet Interactive for assistance with setting up your coupons.

Is the barcode the same number on each e-coupon I received?

Yes, the barcode corresponds with the identification number of your library and is the same on each e-coupon for each date of your library membership.

What is the format/font of the barcode on the e-coupons?

The format/font of the barcode on the e-coupons is 3 of 9 barcode. The barcode corresponds to your Constituent ID # on your library's record in the BCM database.

Whom do I contact for further technical questions about setting up my online reservation service?

Please contact your online reservation software representative directly for additional assistance.

I am having trouble accessing the online reservation for my patrons. What documentation can I provide them in lieu of the online reservation?

Librarians can provide library patrons with an email or letter to confirm they have a reservation for a specific date. After reserving the pass they would book a ticket for the reservation date on the BCM website. If there are further problems email Orders@BostonChildrensMuseum.org to resolve ticketing issues or Williams@BostonChildrensMuseum.org.

What online reservation companies does BCM work with?

Currently, BCM partners with Plymouth Rocket, Assabet Interactive, LibCal, and MuseumKey, but will work with any online reservation company. To set up with a new partner, please contact Williams@BostonChildrensMuseum.org.

When we are creating the online reservation platform for the e-coupons what information needs to be included?

When configuring your online reservation systems, please ensure that all instructions for your patrons (as shown in the PDF e-coupons) are included.

HOW TO USE THIS COUPON

This coupon is not your ticket. You MUST make a reservation on the Museum's website.

- *Visit: <https://bostonchildrensmuseum.org/ticketing>
- *Select "Discount Programs"
- *Select "Purchase Discount Program Tickets"
- *Select "Half Price Library Timed Tickets"
- *Select the correct date (must match coupon)
- *Select the time slot
- *Select the number of tickets (maximum of 4)
- *Select "Add to Cart"
- *Select "Check Out" and complete your payment
- *You will be sent tickets via email

The day of your visit, please bring both your coupon from the library and your tickets from the Museum. Your coupon and tickets can be printed out or shown on a smartphone or other device.

Problems? Email: Orders@BostonChildrensMuseum.org

Also, ensure the artwork on the e-coupon pdf is also included in your system. (See email attachment of BCM Artwork).

If a patron is unable to reach a librarian to reserve e-coupons or access the online reservation system due to issues with their online reservations service, can the patron simply book a BCM ticket for the date they intended to reserve and use the ticket and their library card for museum entry?

We recommend that the patron contact the library and continue trying to reach a librarian to report the issue and request assistance in reserving a pass for the desired date. In this case, the librarian can provide a letter in lieu of the reserved pass, confirming the patron's reservation of the BCM e-coupon for that specific date. After making the reservation, the patron should book a ticket through the BCM website.

Patrons may not present a ticket and their library card for museum entry.

We have established policies and procedures to ensure the library membership program operates correctly and that visitors have a smooth experience when visiting the museum. However, if the patron continues to experience issues.

They can contact Christina Williams at Williams@BostonChildrensMuseum.org or Orders@BostonChildrensMuseum.org for assistance in resolving the problem.