

Scheduled Group Visit Guidelines

Last Updated July 2024

The Rio Rancho Public Library welcomes school groups and community organizations to visit. In order to provide the greatest level of service, groups over 6 and groups requesting to have a librarian present during their visit to introduce the library resources and services should adhere to the following guidelines.

General Guidelines

- Group visits should be scheduled at least four weeks prior to the expected visit date for best consideration.
- Maximum groups size varies by Library location.
- Visits and tours will be scheduled on a first-come, first-served basis.
- Library staff are only available to the group during the scheduled time and will return to their normal duties at the end of the scheduled time. The group may continue to use the library as regular patrons before and after the scheduled visit.
- All group members must follow the Library Patron Code of Conduct and Library Child and Vulnerable Adult Safety Policy.
- Groups that do not require the assistance of the library staff are encouraged to call ahead and inform the Library of their visit.

Types of Scheduled Visits

- School and Homeschool Group Field Trips
 - Includes a general Library tour
 - Storytime or an activity, may be based on specific curriculum requests depending on Library availability
 - One chaperone for every fifteen children eleven years of age and under is required
- Youth Group Visits
 - Includes a general Library tour
 - Pre-planned event from a limited selection provided by Library staff
 - One chaperone for every fifteen children eleven years of age and under is required
- Adult Visits
 - Includes a general Library tour
 - Pre-planned event from a limited selection provided by Library staff
 - Introduction and help with a specific Library resource or service
 - One chaperone for every five adults with any type of special need is recommended
- Spanish Language Visits
 - All tours above are available in Spanish based on staff availability

Scheduling a Visit

To schedule a group visit, please complete the Group Visit Request Form located on the Library website under Events and Programs.

- All requests should be received at least four weeks prior to the expected visit date.
- A request does not guarantee a tour.
- A staff member will contact you to confirm the date, time and activity for the visit.

Library Card Sign-Up

After scheduling a group visit, the Library will email the Library Card Sign-Up Form in English and/or Spanish to the group's contact person. We can make a Library Card for every adult visitor, and for every youth visitor whose parent/guardian fills out the Sign-Up Form. In order to ensure all cards are processed in time, please:

- Ensure that all fields of information are filled out fully and legibly
- Return all Sign-Up Forms to the Library no less than two weeks prior to the date of your group visit. Submit Sign-Up Forms using either of the methods below:
 - Email them to your assigned library group visit coordinator or
 - Drop the physical applications off at the appropriate branch along with a paper that has the group's name, the person dropping off the applications and contact information, the date of the group visit, and the assigned library group visit coordinator

Cancellations

- To cancel a group visit, contact your assigned library group visit coordinator or the Library Community Engagement Manager at 505-891-5226.
- Cancellation requires three days' notice.
- Weather-related and illness-related cancellations may be requested the day of the visit.
- Repeat cancellations or no-shows may result in the denial of future scheduled group visits requests.