Frequently Asked Questions

How do I reserve a pass?
Museum passes can be reserved online using your library card. For further information at the Chester County Library call 610-280-2650 or 610-280-2620, or email cclspecialitems@ccls.org. For information at the Henrietta Hankin Branch, call 610-321-1715 or, email hhspecialitems@ccls.org.

Is there a charge to reserve a pass?
There is no charge to borrow a museum pass.

Who can reserve a pass?
Valid Chester County Library System card holders who are 18 years or older and with library accounts in good standing can reserve a pass.

How many passes can I reserve per day/month?
One museum pass can be reserved per day per library card. Each museum can be reserved one time per month, and up to three different museums can be reserved in a calendar month.

> *Exception:* Chester County Historical Society passes can be reserved twice in one calendar month.

How far in advance can I reserve a pass?
Reservations can be made up to 2 months in advance.

How many people are admitted to a museum per pass?
The membership conditions of each museum vary; to view these click on the "?" next to the museum graphic in the "Reserve Pass By Museum" view.

Reports from a museum of pass misuse by a library patron will result in a 6-month suspension from the Museum Pass Program, including cancelation of any existing reservations, at both Chester County and Henrietta Hankin Branch Libraries.

What is the "Day of Use"?
"Day of Use" is the day you plan on visiting the museum. Passes may be picked up beginning at 3 p.m. the day prior to the "Day of Use" and need to be returned by 11 a.m. the day after the "Day of Use" (i.e. if the "Day of Use" is Friday the pass can be picked up beginning at 3 p.m. on Thursday through closing on Friday and returned by 11 a.m. on Saturday.) Passes that are due on Sundays need to be returned at 1 p.m., when the library opens for the day.

How do I cancel my reservation?
Reservations can be canceled any time before the "Day of Use." If the reservation is canceled on the "Day of Use" it will be considered a "No Show." You can [cancel online](#) or by calling Chester County Library at 610-280-2650 or 610-280-2620 or Henrietta Hankin Branch Library at 610-321-1715 or 610-321-1710.

What is a "No show"?
If you do not pick up your pass on, or cancel your reservation prior to, the "Day of Use" it will constitute a "No Show." Because demand for passes is extremely high, a "No Show" will result in:

      1st No Show – new reservations are blocked for 30 days

      2nd No Show – existing reservations are canceled and new reservations are
             blocked for 30 days

      3rd No Show – a $20 fine is charged, existing reservations are canceled, and
             new reservations are blocked for 30 days

Where do I pick up my pass?
Passes can be picked up at the libraries' Check Out desks, no earlier than 3 p.m. prior to the "Day of Use."

Do I need my library card to pick up the pass?
Yes, you will need to present the library card that you used when reserving the pass to pick it up, unless your record indicates that someone else is authorized to pick up your materials.

Where do I return my pass?
Return passes to the library's Check Out desk (please do not put in bookdrop) by 11 a.m. after the "Day of Use" (i.e. if the "Day of Use" is Friday, return the pass by Saturday at 11 a.m.) On Sundays, passes need to be returned at 1 p.m. when the library opens. If the library is closed, your pass will be due by 11 a.m. the next day the library is open. Passes need to be returned on time so others may use them. Thank you for your consideration of others who are waiting to use the pass.

What is the late fee or replacement fee?
The late fee for all passes is $20 per day. If a pass is lost or damaged, the replacement fee is the cost of the pass, which could be up to $400 plus a $25 processing fee.

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