

Frequently Asked Questions

How do I reserve a hotspot?

Hotspots can be reserved online using your library card. For further information at the Chester County Library call 610-344-4795 or 610-344-5957, or email cclspecialitems@ccls.org. For information at the Henrietta Hankin Branch, call 610-344-4191 or, email hhspecialitems@ccls.org.

Is there a charge to borrow a hotspot?

The fee for borrowing a 3 day hotspot is \$6. The fee for borrowing a 7 day hotspot is \$14. The fee for borrowing a 14 day hotspot is \$28.

Who can reserve a hotspot?

Valid Chester County Library System cardholders who are 18 years old or older and whose cards are fine free can reserve a hotspot.

How far in advance can I reserve a hotspot?

Currently reservations can be made up to 2 months in advance.

What is the "Day of Use"?

"Day of Use" is the day you reserved to pick up your hotspot.

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 610-344-4795 or 610-344-5957 or Henrietta Hankin Branch Library at 610-344-4191 or 610-344-4196.

What is a "No show"?

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

1st No Show – current reservation is canceled and 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 the hotspot?

All hotspots can be picked up at the Circulation Desk of the library from which it was reserved (either the Chester County or Henrietta Hankin Branch).

Do I need my library card to pick up the hotspot?

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

Can I renew the hotspot I have checked out?

For renewals, please contact the Chester County Library Reference Desk at 610-344-5957, or email cclspecialitems@ccls.org. For renewals at the Henrietta Hankin Branch, call 610-344-4191, or email hhspecialitems@ccls.org.

Where do I return my hotspot?

Return the hotspot to the Circulation Desk of the same library from which you picked it up during open hours. To prevent damage to the hotspot, please do not put the hotspot in a book drop.

What is the late fee or replacement fee?

The late fee is \$20 per day. If a hotspot is lost or damaged, the replacement fee is \$70, the cost of the hotspot. There is also a \$25 processing fee for lost or damaged hotspots.

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