

Roku Lending Policy

The Chester County Library, at its discretion, will make Roku devices available for patron use. Each Roku is preloaded with selected channels: Hulu, Netflix, and Vudu. Borrowers may not download or add or delete any titles, accounts, or channels from the Roku player. Please note that a Wifi connection is required to use a Roku device. Since the Roku device streams content through the internet, it will not function if not connected to the internet. The Roku device includes an instruction booklet detailing how to connect to Wifi and how to operate the Roku device.

Frequently Asked Questions

How do I reserve a Roku?

Rokus can be reserved online using your library card. For further information at the Chester County Library call 610-344-4795 or 610-344-5667, or email cclspecialitems@ccls.org

How long can I borrow the Roku?

The loan period for a Roku is 3 days or 7 days subject to availability.

Is there a charge to borrow a Roku?

The fee for borrowing a Roku is \$2 per day.

Who can reserve a Roku?

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

How far in advance can I reserve a Roku? 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 Roku.

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 610-344-5667.

What is a "No show"?

If you do not pick up your Roku on, or cancel your reservation prior to, the "Day of Use" it will constitute a "No Show." Because demand for the Roku 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 Roku?

Your Roku must be picked up at the Circulation Desk of the Chester County Library.

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

Can I renew the Roku I have checked out? It may be possible to renew your Roku subject to availability. For renewals, please contact the Chester County Library Circulation Desk at 610-344-4795, or email cclspecialitems@ccls.org.

What happens if I accidentally log out of a channel (Vudu, Netflix, or Hulu)?

You will need to return to the Chester County Library Multimedia Department for a staff member to re-enter the proper credentials. Usernames and passwords will not be given out over the phone or through email.

Where do I return my Roku?

Return the Roku to the Chester County Library Circulation Desk during open hours. To prevent damage to the Roku, and to ensure that you are credited for the return, please do not put the Roku in an outdoor book drop.

What is the late fee or replacement fee? The late fee is \$20 per day, and all channel accounts will be deactivated. If a Roku is lost or damaged, the replacement fee is \$60. This fee includes the cost of the Roku - \$40, plus a \$20 processing fee. If the HDMI, charging plug, or charging cord is lost or damaged, there will be a \$5 replacement fee for each item. If the Roku VGA cord is lost or damaged, there will be a \$10 replacement fee.