

Frequently Asked Questions

What if I don't know my library card number and/or PIN number?

You can contact the Chester County Library at 610-344-5957 or 610-344-4795, or email ref@ccls.org or circdesk@ccls.org or contact the Henrietta Hankin Branch at 610-344-4191 or hncustomer@ccls.org.

Will you be honoring Two-for-Tuesday for DVDs and other rental items for curbside pick-up?

No, special pricing will not be offered while we are operating on a limited service basis.

What if I owe money for rental fees that I am picking up via Curbside service?

You can pay any charges owed on your account by accessing your account online via our website or mobile app.

What happens if I miss my pick-up appointment?

If you miss your pick-up reservation, your checked-out items will be held for 24 hours and you must contact the library to re-schedule.

If you do not contact us to reschedule within 24 hours, your materials will be checked-in and you will need to re-reserve the items at the end of the queue.

What happens if I miss more than one pick-up appointment?

Missed appointments are considered a 'No Show' and, after 3 occurrences, will result in your account being blocked from using the Curbside Pick-up service.

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