

Frequently Asked Questions

How do I reserve a pass?

Museum passes can be reserved online using your library card. For further information, contact your respective library:

Chester County Library	Henrietta Hankin Branch Library
610-344-5957	610-344-4191
cclspecialitems@ccls.org	hhspecialitems@ccls.org

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.

Is there a charge to reserve a pass?

There is no charge to borrow a museum pass.

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.

What is the "Pickup Date"?

"Pickup Dates" is the day you plan on visiting the museum. Passes may be picked up beginning at 3 p.m. the day prior to the "Pickup Date" and need to be returned by 11 a.m. the day after the "Pickup Date" (i.e. if the "Pickup Date" 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.

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 "Pickup Date."

Where do I return my pass?

Return passes to the library's Check Out desk. 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.

How many people are admitted to a museum per pass?

The membership conditions of each museum vary; to view admission guidelines and visitor perks, please visit the library's [Museum Passes webpage](#).

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.

How many passes can I reserve per day/month?

Two museum passes can be reserved per day per library card. Each museum can be reserved twice within 60 days, and up to three different museums can be reserved within 60 days.

How far in advance can I reserve a pass?

Reservations can be made up to 2 months in advance.

How do I cancel my reservation?

Reservations can be canceled any time before the "Pickup Date." 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 pass on, or cancel your reservation prior to, the "Pickup Date" 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

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