

## Frequently Asked Questions

### How do I reserve a hotspot?

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

<b>Chester County Library</b>	<b>Henrietta Hankin Branch Library</b>
610-344-5957	610-344-4191
<a href="mailto:cclspecialitems@ccls.org">cclspecialitems@ccls.org</a>	<a href="mailto:hhspecialitems@ccls.org">hhspecialitems@ccls.org</a>

### Is there a fee to borrow a hotspot?

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

### 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 "Pickup Date"?

"Pickup Date" is the day you reserved to pick up your hotspot.

### 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 or Henrietta Hankin Branch Library.

### What is a "No show"?

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

1<sup>st</sup> No Show – current reservation is canceled and new reservations are blocked for 30 days

2<sup>nd</sup> No Show – existing reservations are canceled and new reservations are blocked for 30 days

3<sup>rd</sup> 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 Check Out 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 or the Henrietta Hankin Branch.

**Where do I return my hotspot?**

Return the hotspot to the Check Out 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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