

Frequently Asked Questions

What if I no longer have my library card and don't know my card number?

You can contact the library and we can send the library card number to the email address in your account. You can also visit the library and request a replacement library card.

If I call the library can you tell me my library card number over the phone?

Sorry, but due to PA State Confidentiality laws, we can't give out library card numbers over the phone.

Can I use my barcode that is stored in the CCLS mobile app or another barcode wallet app?

Yes, you should be able to scan a barcode from your phone.

What if I can't get the scanner to read the number from my library card or phone?

If you have trouble scanning a barcode just enter the number using the touch pad.

What if I can't make it to the library to pick-up my items within the 48 hour window?

The reservation on your items expires and the items are cleared from the locker. Expired holds are cleared on a daily basis and are final.

If I miss the pick-up deadline and re-reserve the same item will I be next in line?

New reservations are placed at the end of the queue if additional reserves are pending on those titles.

Can you extend my pick-up window if I call?

No, because space in the lockers is limited we cannot extend pick-up dates.

Can I pay fines or rental fees at the locker?

No, the locker system is not set-up to accept payments at this time. If you borrow rental items, or owe overdue fines, you can pay online or in person the next time you visit the library.

How many items will fit in a locker?

Up to 9 items may be reserved for each locker. The lockers are 16" wide, 20" deep and 22" wide so keep size restrictions in mind when reserving items.

What if I enter my card number but the message on the screen says the checkout was unsuccessful?

If the library is closed please contact the Circulation Desk at Chester County Library at 610-344-4795 or email circdesk@ccls.org, or at the Hankin Branch at 610-3444191 or email hhcustomer@ccls.org and someone will contact you as soon as possible. If the library is open please go to the Circulation Desk at your location for assistance.